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## About the Contributors

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JOHN BROCKMAN is Coordinator of the United Kingdom Ministry of Defence TQM Information Network. His career in information work spans the United Kingdom and Australia and includes full-time research, lecturing, and consultancy. His distinctions include an Honorary Research Fellowship of University College London, a British Council Fellowship of University College London, a British Council Academic Links and Interchange Scheme Award, the Elsevier Research Award, and a U.S. Government International Visitor Program (the latter to study TQM in the United States). Mr. Brockman is Secretary of the Quality Issues Group of the FID and Treasurer of the Quality Methods Association.

DAVID COHEN is the Associate Provost for Academic Affairs and Dean of Libraries and Special Collections at the College of Charleston. He is the author of a number of articles and papers including, "A National Networked Solution to Improving Access to Journal Articles" in the *Journal of Academic Librarianship*; and "Are We Ready for Access?" in *Serials Review*. Dr. Cohen served as the chair of the SOLINET Board of Directors from 1990 to 1991, President of the South Carolina Library Association from 1991 to 1992, and he is currently a member of the OCLC Users Council.

F. C. A. EXON is the Research and Development Librarian at Curtin University of Technology. He has managed the library and information service's in-house research and development program. Mr. Exon has published widely in Australia and overseas and managed a national survey of interlibrary lending traffic. He has served as the Secretary of the IFLA Standing Committee on Library Theory and Research and the Australian Advisory Council on Bibliographical Services Working Party on research and development. He is currently the Editor-in-Chief of the electronic scholarly journal on library and information science research, LIBRES.

ALAN GILCHRIST is a Management Consultant and Fellow of the United Kingdom Institute of Information Scientists. He has operated his own consultancy firm since 1977, and in 1988, set up Gavel g.e.i.e., a European Consortium of Information Consultants. Mr. Gilchrist is Chairman of the FID Special Interest Group on Quality Issues and is a member of EUSIDIC. Through Gavel, Mr. Gilchrist has helped to raise awareness of quality management in that association. He is Editor-in-Chief of the *Journal of Information Science* published for the Institute of Information Scientists by Bowker Saur, part of the Reed Elsevier Group.

GLEN E. HOLT has been executive director of the St. Louis Public Library since 1987. Before that he served for two decades as a faculty member and administrator at Washington University in St. Louis and at the University of Minnesota Twin Cities Campus. Dr. Holt is active professionally. He has served on OCLC's Public Library Advisory Committee, IBM's INFORMA Advisory Committee, and serves currently on the Public Library Association's Technology Advisory Committee. Dr. Holt publishes frequently with his most recent contribution being made to *Library Trends* on the future of rural libraries (Summer 1995).

PATRICIA KOVEL-JARBOE is an independent consultant on communication and organizational change and adjunct faculty member in the Department of Speech Communication at the University of Minnesota. She was the University of Minnesota's first Coordinator for Quality Improvement and designed the university's strategy for implementing TQM. In addition to consulting on quality, organizational change, and teamwork, Dr. Kovel-Jarboe has published in these areas and on the policy implications of distance education. Subsequent to obtaining her M.S.L.S. from Simmons College, she worked for several years as an academic librarian and library administrator before completing her Ph.D. in Speech Communication.

ELLEN NAGLE is Director of the Bio-Medical Library at the University of Minnesota. She was previously Library Professor and Director of the Dana Medical Library at the University of Vermont. She also held administrative and public services positions at the Columbia University Health Sciences Library. She taught health sciences librarianship at the Columbia University School of Library Service and has lectured in several other library schools. Ms. Nagle has also developed and taught continuing education courses for the Medical Library Association. She is a member of the editorial board of *Medical Reference Services Quarterly* and has previously been an editor of *Science & Technology Libraries*. She is the current chair of the Medical School Libraries Section of the Medical Library Association. Ms. Nagle is a Distinguished Member of the Academy of Health Information Professionals.

SARAH M. PRITCHARD is the Director of Libraries at Smith College, Northampton, Massachusetts. Prior to that, she was the Associate Executive Director of the Association of Research Libraries, with responsibility for the ARL Statistics Program, board and policy coordination, office systems and publications. Ms. Pritchard has served on committees for ALA and ARL that address issues of measurement, evaluation, and organization, and has published, lectured, and consulted on these and related management topics. She began her career at the Library of Congress in public services and has made contributions in women's studies, instruction, collection development, and library automation. Most recently, she spoke on library benchmarking for the Association of College and Research Libraries and on academic library consortia for the Czech and Slovak Library Information Network.

SHEILA SEAMAN is the Assistant Dean for Public Services at the Robert Scott Small Library at the College of Charleston. She has designed a quality control system for measuring the accuracy of shelving library books and is the coauthor of an article which summarizes this project. Ms. Seaman is the primary person who collects, compiles, and analyzes the data from the General Satisfaction Survey.

THOMAS SEAY is a faculty member at the Robert Scott Small Library at the College of Charleston in Charleston, South Carolina, where he is an Assistant Reference Librarian. He is active in the library's internal publication program and has been active in helping to plan the conference, "Issues in Book and Serial Acquisition," which is hosted usually at the College of Charleston. Mr. Seay has also written several articles for *Against the Grain*.

THOMAS W. SHAUGHNESSY is University Librarian, University of Minnesota's Twin Cities Campus. Previously, he was Director of Libraries at the University of Missouri-Columbia and has held administrative positions at the University of Houston and Rutgers University. Mr. Shaughnessy also was a professor in the graduate library schools at the University of Southern California and at Rutgers. He is a former board member of the Association of Research Libraries and the Research Libraries Group. Currently, Mr. Shaughnessy is chair of NASULGC's Board on Library Resources and Services. His M.L.S. is from the University of Pittsburgh and his Ph.D. is from Rutgers. He is the author of more than two dozen books and articles on library services and administration.

BARBARA K. STRIPLING is Library Power Director in Chattanooga, Tennessee, with the responsibility of implementing the Library Power grant from DeWitt Wallace-Reader's Digest Fund with the Chattanooga school libraries. Previously, she served as a building-level library media specialist and a

classroom teacher. She is the author of two books and numerous articles on school libraries, authentic assessment, the research process, libraries and the national education goals, and learning. She has also made numerous presentations on these topics at national, state, and school district professional development meetings.

SARAH THOMAS is the Director for Cataloging and Acting Director for Public Service and Collection Management at the Library of Congress in Washington, DC. Dr. Thomas is the author of several publications on a variety of topics ranging from the collection development policy of the Center for Research Libraries to the proposed universal agricultural thesaurus. With funding from the Council on Library Resources and an Apple Library of Tomorrow grant, she was instrumental in the development of CatTutor, a hypertext tutorial for training catalogers in the descriptive cataloging of computer files. Most recently, Dr. Thoms has been engaged in the promotion of cooperative cataloging and in efforts to catalog the Library of Congress' 25 million item backlog through a combination of approaches including copy cataloging, collection-level cataloging, speed cataloging, and other cost-effective techniques.

PHILIP TOMPKINS is IUPUI University Librarian and Executive Director of Libraries. He has an M.L.S. from the University of Missouri-Columbia, and an M.A. in history from the University of Missouri-Kansas City. He was a Grace Fellow in the Medieval Institute at the University of Notre Dame. During the past ten years, at the University of Southern California, Mesa and Estrella Mountain Community Colleges, and IUPUI, a primary interest has been planning and developing integrated library/high technology centers and, through these facilities, addressing new roles for information professionals as they witness and welcome the convergence of the digital and Gutenberg cultures.

VICKI K. WILLIAMSON, is the University Librarian at Curtin University of Technology, Perth, Western Australia. Since 1994, Ms. Williamson has also been responsible for the management and development of Australia's first prime ministerial library, the John Curtin Prime Ministerial Library (JCMPL). Trained as an educator and librarian, her current interests are the management of libraries, librarians, and information. Ms. Williamson has presented and written numerous papers on these and related topics including the education of library and information professionals. She has been a member of the Arts Training Australia National Task Force on Library Competency Standards and the Australian Library and Information Association's Board of Education.